

Operations Support:

Operations support at the State of Alaska Enterprise Technology Services (ETS) provides availability, access to, and processing of, all business applications and special requests for the State of Alaska IT Services distributed from the ETS Data Center(s).

Typical ETS OPS IT Services Include:

1. Provide 24X7X365 support, which involves monitoring, identification and problem resolution of all ETS Data Center problems affecting delivery of services to customers of ETS where ETS is the IT Service provider.
2. Escalate and document problems in accordance with the ETS Problem and Incident management recording procedures using ETS CA Unicenter Automation Point, Unicenter Service Desk and Network and Systems management, and Allen Systems TMON solutions.
3. Provide 24X7X365 monitoring and notification to ETS customers of the availability of their applications.
4. Provide operational reporting to ETS and its business partners through ETS managed web sites.
5. Support scheduled/unscheduled, on-request and end-user initiated processing service requests and change requests and document results.
6. Centrally monitor the processing of all Allen Systems ZEKE and ZEBB jobs executed by the ETS production scheduler.
7. Provide process monitoring of all jobs executed by ETS; in the event of abnormal terminations, open a service request in accordance with the ETS Service Desk procedures and follow instructions as documented in an approved change request or ETS OPS job documented procedure.
8. Monitor system resources and respond to impacts of the job scheduling process in accordance with the ETS Service Desk procedures and follow instructions as documented in an approved change request or ETS OPS job documented procedure.
9. Follow the scheduling, setup, dependencies, initiation, and recovery processes in an approved change request per the ETS joint change control procedures.
10. Resolve scheduling conflicts within the Allen Systems ZEKE/ZEBB job scheduling systems.
11. Schedule system maintenance in accordance with the ETS Data Center Maintenance plan procedures.
12. Process change requests and service requests, as outlined in the ETS joint change control procedures.
13. Process print output mainframe jobs utilizing IBM Infoprint 4000 Laser Printers and Infoprint 2090 ES Cut Sheet printers.

General ETS OPS Roles and Responsibilities Include:

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee Availability and Integrity of electronic services delivered to customer state agencies.**

Monitor operational logs and events to ensure that systems, networks and applications achieve the desired service levels regarding end users' ability to access them and/or perform specified types of transactions.

Actively communicate outages to customer agencies and plan for outages and interruptions with an eye toward minimal impact.

Monitor the systems and networks identified in service levels (SLA) as defined by a defined Business Process.

Maintain necessary appropriate levels of operator skills at all times (24X7X365).

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee Event Management processes that provide operational status of computer systems for customer state agencies.**

Maintain and utilize systems and procedures to receive, log, classify and present changes in the state of system resources that may require preventative or corrective action to ensure normal operation and service delivery.

Identify faults and proactively work to prevent problem situations that include identifying trends so that actions can be taken before services are impacted.

Assist the production manager with the day to day operations and handle or escalate issues before service is impacted.

Monitor awareness of current state IT infrastructure and report their status to Data Center Manager or the Production Manager.

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee Output Management processes that provide various types of printed output for state customer agencies.**

Assist in the collection, analysis, staging, storage and tracking of output and subsequent distribution to users at data center targets. (Output includes reports, scanned images, fax data, and printed materials that are ready for use by customers in both printed and on-line format.)

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee Workload Management processes that provide cross-platform job scheduling services for state customer agencies.**

Assist in the definition and manner of monitoring of jobs, which processes to run, and in what order, based on pre-defined relationships and dependencies specified by data center customers.

Ensure that production workloads are processed on time and terminate normally.

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee Media Management processes for the legitimate use by state customer agencies.**

Perform the daily maintenance and procedures required to manage storage devices (tapes, disks, CDs, etc) to ensure that the data center requirements for storing, protecting, retrieving, modifying and transferring of data are satisfied.

Ensure that media devices are being used cost-effectively (high utilization and legitimate usage)

Maintain accurate records of what data is stored (content Management and where it is located) as defined by client requirements.

Protect media from damage by providing physical security, including off-site storage solutions.

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee communication and liaison for internal sections of the division.**

Assist with Documentation, development and publishing of standards, rules and guidelines that are to be followed by internal divisional staff and customer agencies when using data center resources.

Assist the Production Manager to document, develop and publish policy standards for physical security at the data center including data and equipment as well as staff safety.

Maintain regular communication with the Production Manager to keep that person informed of problems, major issues, future developments and project status where events may impact service delivery.

Assist Production Manager with customer liason.

Provide operator Level-1 support activities provided by the 24X7 operations section when the State's help-desk functions are transferred to Operations.

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee Problem Management processes to identify, record, diagnose and correct problems as they are brought to the attention of the system through either events or by calls from state customer agencies.**

Perform the day-to-day activities necessary for addressing problems reported by customers using consistent service management solutions deployed at ETS for expediting problem resolution.

Document, record, and forward operations procedures into ETS service management knowledge tools for review and approval before becoming approved operations procedures.

- **Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee the Database Operations support processes that monitor database functions and the applications that interact with databases administered by division staff and customer agencies.**

Review and monitor performance reports to ensure that response times are within defined tolerances; otherwise compromising service level agreements.

Develop appropriate business process views along with messages and actions to guarantee database operational functionality and expected quality of service is being achieved.